

The Honorable Ralph Regula Chairman, Subcommittee on Labor, Health and Human Services, and Education Committee on Appropriations House of Representatives Washington, D.C. 20515

Dear Mr. Chairman:

The purpose of this letter is to transmit to you the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2005 Competitive Sourcing Efforts as required by the Consolidated Appropriations Act of Fiscal Year 2004. The report has been prepared in accordance with the Office of Management and Budget's guidelines.

SSA continues to be focused on results that create more efficient functions within the Agency, generate cost savings and improve performance. In FY 2005, SSA completed eight competitive sourcing competitions. These competitions have resulted in service improvements, increased efficiency and reduced costs to the Agency.

Through a measured, consistent approach to competitive sourcing, SSA is continuing its efforts to provide better service to the American public. If there are any questions concerning the report, your staff may contact Myrtle S. Habersham, Chief Strategic Officer, at 410-965-7401.

Sincerely,

/s/

Jo Anne B. Barnhart

Enclosures:

Tab A - FY 2005 Competitive Sourcing Activities Summary

Tab B - Projected Number of FTEs Scheduled for Competition in FY 2006



The Honorable Arlen Specter Chairman, Subcommittee on Labor, Health and Human Services and Education Committee on Appropriations United States Senate Washington, D.C. 20510

Dear Mr. Chairman:

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December 27, 2005

The Honorable Charles E. Grassley Chairman, Committee on Finance United States Senate Washington, D.C. 20510

Dear Mr. Chairman:

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The Honorable David R. Obey House of Representatives Washington, D.C. 20515

Dear Mr. Obey:

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The Honorable J. Dennis Hastert Speaker of the House of Representatives Washington, D.C. 20515

Dear Mr. Speaker:

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The Honorable Henry A. Waxman Government Reform Committee House of Representatives Washington, D.C. 20515

Dear Mr. Waxman:

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The Honorable Jim McCrery Chairman, Subcommittee on Social Security House of Representatives Washington, D.C. 20515

Dear Mr. Chairman:

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The Honorable Joseph I. Lieberman Committee on Homeland Security and Governmental Affairs United States Senate Washington, D.C. 20510

Dear Senator Lieberman:

The purpose of this letter is to transmit to you the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2005 Competitive Sourcing Efforts as required by the Consolidated Appropriations Act of Fiscal Year 2004. The report has been prepared in accordance with the Office of Management and Budget's guidelines.

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The Honorable Max Baucus United States Senate Washington, D.C. 20510

Dear Senator Baucus:

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The Honorable Richard B. Cheney President of the Senate Washington, D.C. 20510

Dear Mr. President:

The purpose of this letter is to transmit to you the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2005 Competitive Sourcing Efforts as required by the Consolidated Appropriations Act of Fiscal Year 2004. The report has been prepared in accordance with the Office of Management and Budget's guidelines.

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The Honorable Sander M. Levin Subcommittee on Social Security House of Representatives Washington, D.C. 20515

Dear Mr. Levin:

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The Honorable Susan M. Collins Chairman, Committee on Homeland Security and Governmental Affairs United States Senate Washington, D.C. 20510

Dear Madam Chairman:

The purpose of this letter is to transmit to you the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2005 Competitive Sourcing Efforts as required by the Consolidated Appropriations Act of Fiscal Year 2004. The report has been prepared in accordance with the Office of Management and Budget's guidelines.

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The Commissioner December 27, 2005

The Honorable Tom Davis Chairman, Committee on Government Reform House of Representatives Washington, D.C. 20515

Dear Mr. Chairman:

The purpose of this letter is to transmit to you the Social Security Administration's (SSA) Report to Congress on Fiscal Year (FY) 2005 Competitive Sourcing Efforts as required by the Consolidated Appropriations Act of Fiscal Year 2004. The report has been prepared in accordance with the Office of Management and Budget's guidelines.

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The Honorable Tom Harkin Committee on Appropriations United States Senate Washington, D.C. 20510

Dear Senator Harkin:

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Social Security Administration

FY 2005 COMPETITIVE SOURCING ACTIVITIES SUMMARY WORKSHEET

COMPLETED COMPETITIONS

(Dollars in Millions)

					Competition De	escription								
Agency	Bureau	Primary Activity Code			scription of Activity Competed Type of Competition Location (State) # of FTE study				Start Date (MM/DD/YYYY)	End Date (MM/DD/YYYY)	Expected Phase- In Completion Date (MM/DD/YYYY)	Actual Phase-In Completion Date (MM/DD/YYYY)	Source Selection Strategy Use	
TREAM	ILINED CO	MPETITIONS												
SSA		Y570 Visual Information Program Activities and Operations			Electronics Technician	Streamlined Competition without MEO	MD	1.000	N/A	7/1/2005	8/24/2005	12/1/2005		
SSA		Y820 Administrative Management and Correspondence Services			Mailroom Clerk	Streamlined Competition without MEO	TX	1.000	N/A	7/1/2004	10/1/2004	10/1/2004	2/1/2005	
		S210 Building												
SSA		Management			Conference Room Scheduler	Streamlined Competition without MEO	MD	1.000	N/A	7/1/2005	8/24/2005	12/1/2005		
SSA		H118 Nursing Services			Occupational Health Nursing Services	Streamlined Competition without MEO	MD	5.000	N/A	7/1/2005	8/29/2005	12/1/2005		
SSA		S739 Locksmithing			Locksmith Services	Streamlined Competition without MEO	MD		N/A	7/1/2005	8/24/2005			
SSA		Y820 Administrative Management and Correspondence Services			Cash Collection Clerks	Streamlined Competition without MEO	MD	2.000	N/A	7/1/2005	8/24/2005	12/1/2005		
SSA		D100 Regulatory Activities Support			Supply Technicians	Streamlined Competition without MEO	VA	2.000	N/A	7/1/2005	9/22/2005	12/1/2005		
SSA		W210 Telephone Systems			Telecommunication Specialists	Streamlined Competition without MEO	VA	2.500	N/A	7/1/2005	9/6/2005	12/1/2005		
SSA		Y820 Administrative Management and Correspondence Services			Federal Records Center Unit (mailroom function)	Streamlined Competition without MEO	MD	35.500	N/A	7/1/2005	9/6/2005	12/1/2005		
	AL STREA	AMLINED COMPE	TITIONS		lossessessessessessessessessessessessesse	Sacaminica Competition without MEO	WID	51	0	7/1/2003	2/0/2003	12/1/2003	000000000000000000000000000000000000000	5565555655555555555555

STANDARD COMPETITIONS						
SUBTOTAL, STANDARD COMPETITIONS			0 0			
TOTAL, ALL COMPETITIONS			51 0			
FY 2005 FIXED COSTS* 0.736	,			,	 	

*Note: These costs are not competition-specific

Social Security Administration FY 2005 COMPETITIVE SOURCING ACTIVITES SUMMARY WORKSHEET

COMPLETED COMPETITIONS (Dollars in Millions)

							(Dollars in Millions)	Savings and/or Performance Improvements
Winning Provider	FY 2005 Costs	Total Cost - All Years	Estimated Savings	Period of Est. Savings (Performance Periodin years)	Annualized Savings	Actual Savings(if available)	Saving Methodology: Calculation/Proxy	Quantifiable Description of Improvements in Service or Performance (if appropriate)
in-house government personnel (I/H)	0.001	0.001	0.000	5.000	0.000			
private sector source (CTR)	0.000	0.000	0.061	4.000	0.015	0.013	Calculation	
in-house government		0.004						
personnel (I/H) public reimbursable source	0.001	0.001	0.000	5.000	0.000			
(PRS)	0.013	0.013	0.579	5.000	0.116			
in-house government personnel (I/H)	0.001	0.001	0.000					
in-house government personnel (I/H)	0.004	0.004	0.000	5.000	0.000			
private sector source (CTR)	0.001	0.001	0.115	5.000	0.023			
in-house government personnel (I/H)	0.001	0.001	0.000	5.000	0.000			
in-house government personnel (I/H)	0.037 0.059	0.037 0.059			0.000 0.154	0.013		

0.000		
0.000		
0.000		
0.000	N.D. 0.000 0.000	0.000
0.000	0.000	0.000 p
0.059 0.059	0.154	0.013

Social Security Administration FY 2005 COMPETITIVE SOURCING ACTIVITIES SUMMARY SHEET

Announced Competitions*
(Dollars in Millions)

						Competition Description					
Agency	Bureau	Primary Activity Code	Secondary Activity Code	Additional Activity Code	Description of Activity Competed	Type of Competition	Location (State)	# of FTE in study	Source Selection Strategy Used (If Known)	Incremental Costs of Conducting Studies	Anticipated Savings or Quantifiable Description of Improvements in Service or Performance (if available)
STREAMLINED COMPETITIONS											
SSA		S717 Motor Vehicle Maintenance			Automotive Inspector	Streamlined Competition without MEO	MD	1		0.000	
SSA		S753 Facility Security Management			Security Systems Technicians	Streamlined Competition without MEO	MD	2.35		0.000	
										0.000	
										0.000	
										0.000	
										0.000	
										0.000	
										0.000	
CUDTOTAL	CEDEANI	INED COMPENSA			<u> </u>					0.000	
SUBTUTAL	, STREAMI	LINED COMPETITION	UNS					3.35		0.000	
STANDARD	COMPETI	TIONS									
					1			I		0.000	
										0.000	
										0.000	
										0.000	
CUDTOTAL	CTANDAD	D COMPETITIONS			<u> </u>	••••••				0.000	
SUBTOTAL	., STANDAR	ED COMPETITIONS						0		0.000	
TOTAL, AL	L COMPET	ITIONS						3.35		0.000	
CANCELLE	ED COMPET	TITIONS (pre-perform	mance decision)					::::::::::::::::::::::::::::::::::::::		0,000	
										0.000	

Social Security Administration FY 2003 and FY 2004 COMPETITIVE SOURCING ACTIVITIES

SAVINGS & PERFORMANCE UPDATE

(Dollars in Millions)

NED COMPETITION	10	reports)	Period (in years)	Date (MM/DD/YY YY)	Actual Accrued Savings FY 2002	Actual Accrued Savings FY 2003	Actual Accrued Savings FY 2004	Actual Accrued Savings FY 2005	Total Actual Accrued Savings	Which Actual Savings Accrued (In Years)	Savings Methodology:Calculation/ Proxy	Description of Imporvements in Service or Performance (if appropriate)
Parking and Badging	Streamlined Competition without MEO	0.875	5	10/1/2004				0.121	0.121		Calculation	
, STREAMLINED C	OMPETITIONS	0.875							0.121			
COMPETITIONS												
Help Desk	Standard competition	35.364		11/1/2004				6.209	0.000			On a monthly average, the service provider shall answer a minimum of 98% of all customer calls by human response within 24 seconds of Automated Call Distributor processing.
STANDARD COM	PETITIONS	35 364			00000000000		150000000000000000000000000000000000000				200000000000000000000000000000000000000	
)	COMPETITIONS Help Desk		COMPETITIONS Help Desk Standard competition 35.364	COMPETITIONS Help Desk Standard competition 35.364 5	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004 6.209	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004 6.209 6.209 0.000 0.000	COMPETITIONS Help Desk Standard competition 35.364 5 11/1/2004 6.209 6.209 0.000 0.000 0.0000	Help Desk Standard competition 35.364 5 11/1/2004 6.209 6.209 Calculation 0.000 0.0000

Total Projected Number of Full-time Equivalents Scheduled for Competition in Fiscal Year 2006

The Social Security Administration plans to analyze activities involving 329 full-time equivalents (FTE) in fiscal year 2006 for potential competition.

Alignment of Competitive Sourcing and Human Capital

One of the ways the Agency has strengthened the needed infrastructure for competitions is the use of a cross-component Competitive Sourcing Workgroup. Representatives from the Office of Human Resources (OHR) are active participants along with representatives from each of SSA's components. The workgroup supports SSA's competitive sourcing effort in a variety of ways such as assisting in the development of the FAIR Act Inventory, updating lessons learned, developing internal competitive sourcing guidance, providing feedback on OMB guidance, and serving as a link to Agency components in the area of competitive sourcing.

OHR has worked with various staffs that were performing studies to ensure that there are workable placement plans, if needed, for all affected employees.

On an agency-wide scale, OHR has been actively working for many years to identify and properly plan for the effect that the impending retirement wave will have on its ability to deliver services. The primary document that captures this effort is the "Retirement Wave Analysis." First done in 1998, this analysis has been updated in 2000 and 2004, and we are now moving to annual updates. This plan was updated in 2005 and shared with all staffs, including the Office of Competitive Sourcing (OCS).

"The Retirement Wave Analysis" helps SSA to identify potential skills imbalances and competency gaps, with an eye towards helping Agency executives address these before they actually occur. This document, which is shared with all SSA components, including OCS, reinforces that competitive sourcing should be considered when determining how best to address these losses.

OHR monitors SSA's success in addressing the potential problems identified in the "Retirement Wave Analysis" via the "Future Workforce Transition Plan (FWTP)." This document contains a number of specific activities that have been identified as necessary to stay ahead of the potentially negative effects of the retirement wave. The "FWTP" is updated quarterly and reflects, among other information, reorganization/restructuring activities, skills gaps analyses, training and competitive sourcing activities.

Finally, OHR has developed a "Human Capital Plan (HCP)" in support of the President's Management Agenda item on the Strategic Management of Human Capital. The "HCP," which has also been shared with OCS, is aligned with the Agency Strategic Plan. It indicates that the Agency is using competitive sourcing studies to examine various methods for providing high-quality, citizen centered service.

The "HCP" references SSA's "Competitive Sourcing Human Resources Plan," which outlines alternatives for employees who are displaced as a result of competitive sourcing, such as the use of career counselors to provide guidance in establishing a new career. It also references SSA's "Labor Relations Strategy for Competitive Sourcing," which addresses possible strategies for meeting the labor relations obligations arising from competitive sourcing. These items are addressed in the Workforce Planning section of our "HCP."